

READER'S COMMENTS

Your comments and suggestions will help us in our efforts to improve the quality and usefulness of our publications.

1. Which of the following most closely describes your job?

- (a) Administrative support (d) Scientist/Engineer (g) Educator/Trainer
(b) Programmer/Analyst (e) Systems Manager (h) Computer Operator
(c) Software support (f) Sales (i) Other _____

1 ☐ a ☐ b ☐ c ☐ d ☐ e
 ☐ f ☐ g ☐ h ☐ i

2. How many years of experience do you have with computers?

- (a) Less than 1 (b) 1 to 3 (c) 4 to 6 (d) 7 to 9 (e) 10 or more

2 ☐ a ☐ b ☐ c ☐ d ☐ e

3. What did you like *most* about this manual?

4. What did you like *least* about this manual?

5. How do you rate this manual?

Indicate your opinion of the quality of the manual. For each aspect of quality, darken your response on the five-point scale, where (1) = POOR and (5) = EXCELLENT

- | | | | | | |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| (a) Accuracy | ☐ 1 | ☐ 2 | ☐ 3 | ☐ 4 | ☐ 5 |
| (b) Completeness | ☐ 1 | ☐ 2 | ☐ 3 | ☐ 4 | ☐ 5 |
| (c) Usefulness of Examples/Figures | ☐ 1 | ☐ 2 | ☐ 3 | ☐ 4 | ☐ 5 |
| (d) Clearness of Language | ☐ 1 | ☐ 2 | ☐ 3 | ☐ 4 | ☐ 5 |
| (e) Helpfulness of Index/Table of Contents | ☐ 1 | ☐ 2 | ☐ 3 | ☐ 4 | ☐ 5 |
| (f) Consistency in Presenting Information | ☐ 1 | ☐ 2 | ☐ 3 | ☐ 4 | ☐ 5 |
| (g) Logical Organization | ☐ 1 | ☐ 2 | ☐ 3 | ☐ 4 | ☐ 5 |
| (h) Visual Appeal | ☐ 1 | ☐ 2 | ☐ 3 | ☐ 4 | ☐ 5 |
| (i) Relevance of Information | ☐ 1 | ☐ 2 | ☐ 3 | ☐ 4 | ☐ 5 |
| (j) Ease of Learning | ☐ 1 | ☐ 2 | ☐ 3 | ☐ 4 | ☐ 5 |
| (k) Ease of Use | ☐ 1 | ☐ 2 | ☐ 3 | ☐ 4 | ☐ 5 |
| (l) YOUR OVERALL IMPRESSION | ☐ 1 | ☐ 2 | ☐ 3 | ☐ 4 | ☐ 5 |
| (m) Quality Relative to Other Digital Manuals | ☐ 1 | ☐ 2 | ☐ 3 | ☐ 4 | ☐ 5 |
| (n) Quality Relative to Other Companies' Manuals | ☐ 1 | ☐ 2 | ☐ 3 | ☐ 4 | ☐ 5 |

6. List any errors you found in the manual. (Reference page, table, or figure numbers.)

7. Do you have any additional comments?

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